

ABSTRACT OF THE DISCLOSURE

5 A computer method for automatically troubleshooting and preventing problems on a computer system. The method includes receiving data corresponding to the computer system including core files, supplemental configuration information, and other data. The method continues with processing the computer system data into a format useful for rapid analysis. The method uses a knowledge repository of phases and scripts. Each phase is a logical organization of scripts. Each script is an executable for identifying both the conditions that can lead to a problem as well as determining an actual instance of a problem. Execution of the method includes execution of the phases contained in the repository.

10 Several optimizations are used to eliminate large quantities of scripts in order to improve run time. Phases produce intermediate results that can be used by subsequent phases to reduce complexity. A report is generated listing problems for the computer system with

20 corrective actions.